**Volunteer Role Description**

**Activity Leaders & Assistants**

We want to encourage more participation in activities at Age UK Merton by providing an excellent service and warm welcome. Our volunteers are invaluable in this. This role description sets out the main responsibilities for volunteers supporting activities. Centre volunteers report to the Operations Manager.

**Before the activity**

* Make sure there is a list on reception of expected participants
* Set up furniture and equipment
* Ensure refreshments are available
* Greet participants
* Collect any subscription money for the activity from participants or arrange for reception to do this for you

**During the activity**

* Lead / facilitate activity
* Guide other volunteers supporting the activity
* Ensure all participants can join in
* Adapt activity if necessary to ensure participation
* Record details of any new participants
* Report any urgent issues to a manager or staff member to allow prompt action to be taken

**After the activity**

* See participants out of the building and onto transport if appropriate
* Put away equipment
* Rearrange furniture ready for next use
* Ensure refreshments are cleared away
* Put crockery etc. in or by dishwasher or ask a centre assistant to help you
* Pass subscriptions money to Operations Manager with attendance list
* Add any new participants to the client database
* Report any issues to Operations Manager

**Skills**

• Practical skills and good common sense
• Ability to assistant with an activity
• Ability to understand Health & Safety and adhere to Age UK Merton policies and procedures
• Good communication skills and friendly personality
• Empathy and caring
• Team work
• Ability to follow instructions